

WHAT IS CLAIMED IS:

1. A method for managing incoming and outgoing calls when an endpoint has been placed on hold, comprising:

5 establishing a first call on a network between a first endpoint and a second endpoint, the first call including an outbound media stream communicated from the first endpoint;

10 detecting that the first call was placed on hold by the second endpoint;

establishing a second call on the network between the first endpoint and a third endpoint after detecting that the first call was placed on hold;

15 communicating the outbound media stream in the second call; and

mixing a first incoming media stream from the first call with a second incoming media stream from the second call for presentation to a user of the first endpoint.

20 2. The method of Claim 1, wherein mixing the first incoming media stream from the first call with the second incoming media stream from the second call for presentation to the user of the first endpoint comprises generating a mixed media stream that includes a first
25 percentage of the first incoming media stream and a second percentage of the second incoming media stream.

30 3. The method of Claim 1, wherein communicating the outbound media stream in the second call comprises muting the outbound media stream in the first call.

4. The method of Claim 1, further comprising:
detecting that the first call has been removed from
on hold by the second endpoint; and
communicating the outbound media stream in the first
5 call after detecting that the first call was removed from
on hold.

5. The method of Claim 1, wherein communicating
the outbound media stream in a second call comprises
10 receiving an indication that a button has been activated
by the user at the first endpoint, the button operable
to:
mute the outbound media stream in the first call;
and
15 transfer the outbound media stream from the first
call to the second call.

6. The method of Claim 1, wherein detecting that
the first call was placed on hold by the second endpoint
20 comprises the user receiving notification from a remote
user at the second endpoint that the remote user is
placing the first call on hold.

7. The method of Claim 1, wherein detecting that
25 the first call was placed on hold by the second endpoint
comprises receiving a signal from the second endpoint
indicating that the first call was placed on hold.

8. The method of Claim 1, wherein detecting that the first call was placed on hold by the second endpoint comprises receiving a signal communicated from the second endpoint to a call manager via the network indicating that the first call was placed on hold.

9. The method of Claim 1, wherein mixing the first incoming media stream from the first call with the second incoming media stream from the second call for presentation to the user of the first endpoint comprises:

communicating the first and second incoming media streams to a call resource by a call manager coupled to the network;

mixing the first and second incoming media streams at the call resource to create a mixed media stream; and

communicating the mixed media stream from the call resource to the first endpoint by the call manager.

10. The method of Claim 1, wherein establishing the second call on the network between the first endpoint and the third endpoint after detecting that the first call was placed on hold comprises establishing the second call on the network in response to the user indicating a desire to place or receive the second call.

11. The method of Claim 1, wherein the first endpoint performs the detecting, communicating and mixing steps.

12. The method of Claim 1, wherein:

establishing the first call on the network between
the first endpoint and the second endpoint comprises
receiving signaling information at the first and second
5 endpoints from a call manager coupled to the network; and

detecting that the first call was placed on hold by
the second endpoint comprises receiving a signal
communicated from the second endpoint to the call manager
via the network indicating that the first call was placed
10 on hold.

13. The method of Claim 1, wherein mixing the first
incoming media stream from the first call with the second
incoming media stream from the second call for
15 presentation to the user of the first endpoint comprises
detecting that the first call was placed on hold by the
second endpoint.

14. A method for managing incoming and outgoing calls when a telephone call has been placed on hold, comprising:

establishing a first call on a network between a first telephone and a second telephone, the first call comprising a first media stream communicated from the first telephone to the second telephone and a second media stream communicated from the second telephone to the first telephone;

detecting that the first call was placed on hold by the second telephone;

establishing a second call on the network between the first telephone and a third telephone after detecting that the first call was placed on hold;

communicating the first media stream in the second call, the second call including a third media stream communicated from the third telephone to the first telephone; and

mixing the second media stream and the third media stream to generate a mixed media stream for presentation to a user of the first telephone.

15. The method of Claim 14, wherein the mixed media stream comprises a first percentage of the second media stream and a second percentage of the third media stream.

16. The method of Claim 14, wherein the first telephone comprises processing resources operable to mix the second and third media streams.

17. The method of Claim 14, wherein communicating the first media stream in the second call comprises muting the first media stream in the first call.

5 18. The method of Claim 14, further comprising:

detecting that the first call has been removed from on hold by the second telephone; and

communicating the first media stream in the first call after detecting that the first call was removed from
10 on hold.

19. The method of Claim 14, wherein communicating the first media stream in the second call comprises receiving an indication that a button has been activated by the user at the first endpoint, the button operable
15 to:

mute the first media stream in the first call; and

transfer the first media stream from the first call to the second call.

20 20. The method of Claim 14, establishing the second call on the network between the first telephone and the third telephone after detecting that the first call was placed on hold comprises establishing the second call on
25 the network in response to the user indicating a desire to place or receive the second call.

21. A telephony device, comprising:

a network interface operable to couple to a network;
a transmit circuit coupled to the network interface;
a receive circuit coupled to the network interface;

5 and

a control circuit coupled to the transmit and receive circuits, the control circuit operable to:

detect that a first call was placed on hold by a first remote endpoint, the first call including an outbound media stream communicated to the first remote endpoint and a first incoming media stream communicated from the first remote endpoint;

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establish a second call on the network with a second remote endpoint after detecting that the first call was placed on hold by the first remote endpoint, the second call including a second incoming media stream communicated from the second remote endpoint;

15

instruct the transmit circuit to communicate the outbound media stream to the second remote endpoint in the second call; and

20

mix the first and second incoming media streams for presentation to a user.

22. The device of Claim 21, wherein the control circuit is further operable to generate a mixed media stream that includes a first percentage of the first incoming media stream and a second percentage of the second incoming media stream.

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23. The device of Claim 21, wherein the control circuit is further operable to:

detect that the first call has been removed from on hold by the second endpoint; and

5 instruct the transmit circuit to communicate the outbound media stream in the first call after detecting that the first call was removed from on hold.

10 24. The device of Claim 21, wherein the control circuit instructs the transmit circuit to communicate the outbound media stream to the second remote endpoint in the second call in response to the user pushing a button located on the telephony device, the button operable to:

15 mute the outbound media stream in the first call; and

transfer the outbound media stream to the second call.

20 25. The device of Claim 21, wherein the control unit detects that the first call was placed on hold by the second endpoint in response to receiving a media packet from the first remote endpoint that indicates the first call was placed on hold.

25 26. The device of Claim 21, wherein the control unit detects that the first call was placed on hold by the first remote endpoint in response to receiving a signal from a call manager that indicates that the first call was placed on hold.

27. The device of Claim 21, wherein the control unit establishes the second call on the network with the second remote endpoint in response to the user indicating a desire to place or receive the second call.

28. Logic encoded in media for managing incoming and outgoing calls at a telephone when a telephone call has been placed on hold, the logic operable to perform the following steps:

5 establishing a first call on a network between a first endpoint and a second endpoint, the first call including an outbound media stream communicated from the first endpoint;

10 detecting that the first call was placed on hold by the second endpoint;

15 establishing a second call on the network between the first endpoint and a third endpoint after detecting that the first call was placed on hold;

20 communicating the outbound media stream in the second call; and

25 mixing a first incoming media stream from the first call with a second incoming media stream from the second call for presentation to a user of the first endpoint.

29. The logic of Claim 28, wherein mixing the first incoming media stream from the first call with the second incoming media stream from the second call for presentation to the user of the first endpoint comprises generating a mixed media stream that includes a first percentage of the first incoming media stream and a second percentage of the second incoming media stream.

30. The logic of Claim 28, wherein communicating the outbound media stream in the second call comprises muting the outbound media stream in the first call.

31. The logic of Claim 28, further comprising:

detecting that the first call has been removed from
on hold by the second endpoint; and

communicating the outbound media stream in the first
5 call after detecting that the first call was removed from
on hold.

32. The logic of Claim 28, wherein communicating an
outbound media stream associated with the first call in a
10 second call comprises receiving an indication that a
button has been activated by the user of the first
endpoint, the button operable to:

mute the outbound media stream in the first call;
and

15 transfer the outbound media stream from the first
call to the second call.

33. An apparatus for managing incoming and outgoing calls when an endpoint has been placed on hold, comprising:

means for establishing a first call on a network
5 between a first endpoint and a second endpoint, the first call including an outbound media stream communicated from the first endpoint;

means for detecting that the first call was placed on hold by the second endpoint;

10 means for establishing a second call on the network between the first endpoint and a third endpoint after detecting that the first call was placed on hold;

means for communicating the outbound media stream in the second call; and

15 means for mixing a first incoming media stream from the first call with a second incoming media stream from the second call for presentation to a user of the first endpoint.